



**November 20, 2001**  
**TN & House Number Validation (CR0133 & CR0371)**  
**UNE-P Migration Rejects**  
**MEETING MINUTES**

MEETING NAME	MINUTES PREPARED BY:	DATE PREPARED
<b>TN &amp; House Number Validation (CR0133 &amp; CR0371) UNE-P Migration Rejects</b>	Cheryl Storey – Change Management Team	11/20/01

**Participants/Attendees**

PARTICIPANT	COMPANY
Cheryl Storey	BST - CCP
Valerie Cottingham	BST - CCP
Pam Shifflet	WorldCom
Micki Jones	WorldCom
Doug Lacey	WorldCom
Sherry Lichtenberg	WorldCom
Graham Watkins	KPMG
Peggy Rehm	Nightfire
Tami Swenson	Accenture
Bernadette Seigler	AT&T
Vicki Chow	KPMG
Shannon Waters	BST - WorldCom Account Team
Dale Donaldson	Epb
Jay Bradbury	AT&T

PARTICIPANT	COMPANY
Sandy Tonjes	WorldCom
Fred Brigham	WorldCom
Jill Williamson	BST
Sandy Evans	Sprint
Pat Woods	WorldCom
Rick Whisamore	WorldCom
Tyra Hush	WorldCom
Bill Grant	Telcordia
John Estep	WorldCom
Steve Harris	BST
Gary Rominick	BST
Pam Reynolds	BST - WorldCom Account Team
Regina Frazer	WorldCom

**Meeting Information History**

DATE	START TIME	END TIME
11/20/01	4:00 PM EDT	5:00 PM EDT
Conf Bridge		

**MEETING PURPOSE**

- Discuss WorldCom's email regarding rejects they have received for address errors on UNE-P Migrations after release 10.2.1 change to migrate by TN and House Number.

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Agenda Items	Discussion
1. Introduction	<p>Valerie Cottingham (BST-Change Management Team) stated that the purpose of this meeting was to discuss WorldCom's email regarding rejects they have received for address errors on UNE-P migrations after the Release 10.2.1 change to migrate by TN and House Number. WorldCom has indicated that these rejects are occurring despite the fact that the telephone number and house number sent on the LSR match both the RSAG and CSR telephone number and house number.</p>
2. Reject 'G9897 TN for Non-Working Address; Due Date could not be calculated'	<p>Jill Williamson (BTS - BellSouth Technology Services) led the discussion regarding the investigation of the PONs submitted by WorldCom. Sherry Lichtenberg (WorldCom) questioned when they would receive the detailed information of the analysis. Jill indicated this information is being finalized and will be provided to WorldCom this afternoon.</p> <p><u>Reject G9897 TN for Non-Working Address; Due Date Could Not be Calculated</u></p> <p>WorldCom provided 11 examples of PONS for investigation. All of the TNs for LSRs receiving this error showed the address as non-working in RSAG. Eight of the 11 were shown as non-working because the customer had already been ported out to another carrier. WorldCom must contact the CLEC which owns the customer to obtain the customer service record. Sherry questioned whether or not there were that many residential customers being served by facility carriers. Jay Bradbury confirmed that there are a large number of residential customers in the Atlanta Metro being served by cable facilities.</p> <p>For the remaining three, two were owned by another CLEC. The address is reflected in RSAG as not working; however, in fact is working with BellSouth UNE-P service. The RSAG record is incorrect. Jill is making a request to have these records corrected.</p> <p>Jill stated this is not a defect. The system is designed to look at RSAG for the TN. This is a data content error. This has been referred to the LCSC to correct the records in RSAG. The information being retrieved is not correct. The system is acting correctly. CLECs should call the LCSC or Customer Support Manager to get these corrected.</p> <p>Sherry questioned the number of records that have mismatches. Jill stated she didn't know.</p>

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	<p>Sherry requested that Jill explain the edits/error messages. Jill provided the following:</p> <ul style="list-style-type: none"><li>• System first looks for an address on the LSR</li><li>• If an address is provided, the system will attempt to validate the address in RSAG and continue processing</li><li>• If unable to validate, the system will retrieve the ATN from the LSR for the address match</li><li>• If multiple working addresses are returned for a single location, the LSR will be rejected back to the CLEC</li><li>• If no working addresses are found, the LSR will be rejected.</li></ul> <p>If the CLEC chooses to populate the SANO, the remainder of the address is needed. If the CLEC does not provide the SANO, the TN will be used for validation. If only the TN is provided and multiple addresses are found, the order will be rejected. In this case, the CLEC will need to provide an address.</p>
<b>3. Reject 'G9475 ACT=Allowed Only on Same LOCNUM Service Address</b>	<p>WorldCom received six rejects for G9475 ACT = ALLOWED ONLY ON SAME LOCNUM SERVICE ADDRESS.</p> <p>For three of the PONS there was no service address on the CSR. Sherry questioned was this another error in BST's backend systems. Jill indicated we are engaging the LCSC to make these changes. Jill also stated these situations are less than 1% of the time and is far better than what we were seeing prior to the release.</p> <p>Doug Lacey (WorldCom) questioned if these could drop for manual handling. Jill indicated BST would investigate this suggestion.</p> <p>For the remaining example PONS, the WTN was provided by MCI instead of the ATN. Also the Ringmaster number was populated in the ATN field.</p>
<b>4. Reject 'LSR HOUSE NUMBER INCORRECT'</b>	<p>LSR HOUSE NUMBER INCORRECT</p> <p>Jill confirmed that the 'LSR HOUSE NUMBER INCORRECT' error messages received were correct. They were associated with New Installs, which require the entire address.</p>

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3. Business Rules & Error Messages	<p>Sherry commented that the business rules and error message documentation were not complete. Also, Sherry stated that the LCSC was not trained to assist with these reject messages.</p> <p>Steve Harris (BST) stated that the LCSC was informed of the change and we are in the process of ensuring that the LCSC is up to date on these issues.</p> <p>Jill indicated she would provide Change Control additional requirements associated with the multiple addresses change that was implemented with Release 10.2.1. There were two changes implemented with Release 10.2.1: (1) only working addresses are returned and (2) edit to look at SANO.</p> <p>Sherry questioned when the error message documentation on the web would be updated. Jill replied that an update was planned for early December.</p>
4. Summary	<p>WorldCom indicated that they would watch their LSRs for the next couple of days.</p> <p>Sherry stated that it appears that the number of mismatches in BST's backend systems is large. Jill commented that in relation to the number of orders submitted by WorldCom, the rejects were very few. Jill confirmed that if house number and TN match, there should be no rejects.</p>
4. Review of Action Items	<p><b>ACTION ITEM (BellSouth)</b> BellSouth to provide detailed analysis of findings to WorldCom November 20, 2001.</p> <p><i>Status:</i> Closed. Detailed analysis provided to WorldCom on November 21, 2001.</p>
	<p><b>ACTION ITEM (BellSouth)</b> BellSouth to investigate if orders can drop for manual handling when there is a data content error in RSAG or missing service address on the CSR.</p> <p><i>Status:</i> Open. Under investigation.</p>
	<p><b>ACTION ITEM: (BellSouth)</b> Change Control to provide the requirements/business rules for the multiple address issue to the CLECs.</p> <p><i>Status:</i> Closed. Additional business rules provided to the CLEC community on 11-20-01.</p>